In the Claims

1. - 41. (Cancelled)

42.   (New) A system comprising:

a process executing on one or more computer systems;

a common service interface in data communication with the process, wherein the common service interface enables communication between the process and any customer relationship management (CRM) application.

43.   (New) The system of claim 42 whereby the common service interface is configured to operate in a first and second integration environment.

44.   (New) The system of claim 43 wherein the first and second integration environments are provided by first and second integration servers.

45.   (New) The system of claim 42 further comprising a second common interface in data communication with the process, wherein the second common service interface enables communication between the process and any employee relationship management (ERM) application.

46.   (New) The architecture of claim 42 further comprising first and second application service interfaces in data communication with the common service interface, first and second CRM applications in data communication with the first and second common service interfaces, respectively, wherein the first and second CRM applications are provided by first and second vendors, respectively.

47.   (New) A method comprising:

a customer relationship management (CRM) application communicating with a process executing on a computer system via a common service interface;

wherein the common service interface enables communication between any CRM application and the process.

48. (New) The method of claim 47 wherein the common service interface is defined using Web Service Definition Language (WSDL).

49. (New) The method of claim 47 further comprising an act of mapping identifiers from different CRM applications for the same information to a common identifier.

50. (New) The method of claim 47 further comprising providing definitions of common objects that are used by the process.

51. (New) A system comprising:

a process executing on one or more computer systems;

a common service interface in data communication with the process, wherein the common service interface enables communication between the process and any employee relationship management (ERM) application.

52. (New) The system of claim 51 whereby the common service interface is configured to operate in a first and second integration environment.

53. (New) The system of claim 52 wherein the first and second integration environments are provided by first and second integration servers.

54. (New) The architecture of claim 51 further comprising first and second application service interfaces in data communication with the common service interface, first and second ERM applications in data communication with the first and second common service interfaces, respectively, wherein the first and second ERM applications are provided by first and second vendors, respectively.

55. (New) A method comprising:

a employee relationship management (ERM) application communicating with a process executing on a computer system via a common service interface;

wherein the common service interface enables communication between any ERM application and the process.

56. (New) The method of claim 55 wherein the common service interface is defined using Web Service Definition Language (WSDL).

57. (New) The method of claim 55 further comprising an act of mapping identifiers from different ERM applications for the same information to a common identifier.

58. (New) The method of claim 47 further comprising providing definitions of common objects that are used by the process.

AMENDMENTS

In the Drawings

The attached Replacement Sheet of drawings includes changes to Figure 1. Figure 1 has been amended to include --PRIOR ART-- in the legend.